

## Transcript: VICTORIA

**Taylor-4943105228750848-4985098021584896**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, thank you for using our ... I'm looking at it. Thank you for calling Beneficent Medical Center, this is Victoria. How can I help you? Yes, Victoria, how are you doing? Good, how are you? Good, good, good. Okay, so I'm calling about, um, my medical and dental insurance. Um, I've, I've... It's been so long. I know I signed up through my employer and also, um, I know they make a deduction out of my, out of my, my, my check. So, I, I'm going to the urgent care today to get a physical and, you know, just, you know, get seen about or whatever. And I just need that insurance information, like policy number, or where can I... Maybe you can email it, it to me, because I'm pretty sure they're gonna ask for it. Okay. What's the name of the agency you work with? Uh, it says Partners Personnel. Partners Personnel. And the last four? Of my social? Yes, ma'am. 1143. Okay. And, uh, your first and last name? Lakishon Stokes. That's L-A-K-I-S-H-E-O-N, Stokes, S-T-O-K-E-S. Okay. Do you mind verifying your address and date of birth? Uh, 4367 Rustic Wood Drive, Stone Mountain, Georgia, 30083. Date of birth, September 29, '77. And then phone number 470-985-0747? 400... Is, is that my phone number? Yeah, 470-985-0747. No, that's, that's incorrect now. It's changed. It's actually 470-360-0851. Okay. And then what would be a good email? Uh, the number 1motionstokes@gmail. 1motionstokes@gmail. Okay. Uh, just to make sure I spell that correctly, it's the number 1-M-O-T-I-O-N and then Stokes, S-T-O-K-E-S@, gmail.com? That's right. Okay. Give me just a few seconds, let me look up your ID cards and I can email those to you. Awesome. Thank you so much. Yep, I'll be right back. All right, thank you. You want me to go brush my teeth? Yeah, yeah, Maya, we're getting ready, so we can get out of here in a minute. I'm gonna stop and close up the kitchen. Okay, just give me a minute. Just put them in there ... need a hand with this here. Let me go get some tissues. Be careful down there, okay? 2, 3. Look, look, look. Mom. Mom. Mom, hey. Hey. What's wrong? Hey, hey, hey. Mom. What's going on? Look, look. Hey, look. It's strong. What are you doing? In the Lord. Strong. What do you mean, what is strong? What is strong? It's strong. What do you mean? It is strong. It won't bother me or nothing . I promise. I'm not a coward, really. Sometimes, sometimes... Oh, when he calls me a coward, that's not how I roll. So, we're going to have to practice our weapons down here, and we'll clean up. You know, uh, everything. Hold on. Hold on. Give me a quick second, huh. Step right here. Thank you. Let's get your watch off, so you're free. I didn't take nothing off. How you cutting it? Okay. There you go. All right. All right. Yeah. All righty. Thank you so much for holding. So I just sent that to your email. Okay. Awesome, awesome, awesome. Let me check it real quick. Oh, I see it. Info, ID cards. Thank you so very much. You have been so helpful. I appreciate it. Yeah, totally. I just, kind of feel a little physical and feeling kind of under the weather. You know, this weather in Atlanta is up and down. We get like five seasons in a, in a week here. So, you never know what it's gonna

be, it fluctuates. So, got to go get seen about it. I appreciate that. Yeah, you're welcome. You have a wonderful day. Okay. You have a great day and happy holidays to you. You too. Thank you. All right, bye-bye. Bye-bye. All right, bye.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hi, thank you for using our ... I'm looking at it.

Speaker speaker\_0: Thank you for calling Beneficent Medical Center, this is Victoria. How can I help you?

Speaker speaker\_1: Yes, Victoria, how are you doing?

Speaker speaker\_0: Good, how are you?

Speaker speaker\_1: Good, good, good. Okay, so I'm calling about, um, my medical and dental insurance. Um, I've, I've... It's been so long. I know I signed up through my employer and also, um, I know they make a deduction out of my, out of my, my, my check. So, I, I'm going to the urgent care today to get a physical and, you know, just, you know, get seen about or whatever. And I just need that insurance information, like policy number, or where can I... Maybe you can email it, it to me, because I'm pretty sure they're gonna ask for it.

Speaker speaker\_0: Okay. What's the name of the agency you work with?

Speaker speaker\_1: Uh, it says Partners Personnel. Partners Personnel.

Speaker speaker\_0: And the last four?

Speaker speaker\_1: Of my social?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: 1143.

Speaker speaker\_0: Okay. And, uh, your first and last name?

Speaker speaker\_1: Lakishon Stokes. That's L-A-K-I-S-H-E-O-N, Stokes, S-T-O-K-E-S.

Speaker speaker\_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_1: Uh, 4367 Rustic Wood Drive, Stone Mountain, Georgia, 30083. Date of birth, September 29, '77.

Speaker speaker\_0: And then phone number 470-985-0747?

Speaker speaker\_1: 400... Is, is that my phone number?

Speaker speaker\_0: Yeah, 470-985-0747.

Speaker speaker\_1: No, that's, that's incorrect now. It's changed. It's actually 470-360-0851.

Speaker speaker\_0: Okay. And then what would be a good email?

Speaker speaker\_1: Uh, the number 1motionstokes@gmail. 1motionstokes@gmail.

Speaker speaker\_0: Okay. Uh, just to make sure I spell that correctly, it's the number 1-M-O-T-I-O-N and then Stokes, S-T-O-K-E-S@, gmail.com?

Speaker speaker\_1: That's right.

Speaker speaker\_0: Okay. Give me just a few seconds, let me look up your ID cards and I can email those to you.

Speaker speaker\_1: Awesome. Thank you so much.

Speaker speaker\_0: Yep, I'll be right back.

Speaker speaker\_1: All right, thank you.

Speaker speaker\_2: You want me to go brush my teeth?

Speaker speaker\_1: Yeah, yeah, Maya, we're getting ready, so we can get out of here in a minute. I'm gonna stop and close up the kitchen.

Speaker speaker\_2: Okay, just give me a minute.

Speaker speaker\_1: Just put them in there

Speaker speaker\_3: ... need a hand with this here. Let me go get some tissues. Be careful down there, okay?

Speaker speaker\_2: 2, 3.

Speaker speaker\_3: Look, look, look. Mom. Mom. Mom, hey. Hey.

Speaker speaker\_2: What's wrong?

Speaker speaker\_3: Hey, hey, hey. Mom.

Speaker speaker\_2: What's going on?

Speaker speaker\_3: Look, look. Hey, look. It's strong.

Speaker speaker\_2: What are you doing?

Speaker speaker\_3: In the Lord. Strong.

Speaker speaker\_2: What do you mean, what is strong? What is strong?

Speaker speaker\_3: It's strong.

Speaker speaker\_2: What do you mean?

Speaker speaker\_3: It is strong. It won't bother me or nothing . I promise. I'm not a coward, really. Sometimes, sometimes... Oh, when he calls me a coward, that's not how I roll. So, we're going to have to practice our weapons down here, and we'll clean up. You know, uh,

everything. Hold on. Hold on. Give me a quick second, huh. Step right here.

Speaker speaker\_2: Thank you.

Speaker speaker\_3: Let's get your watch off, so you're free. I didn't take nothing off. How you cutting it? Okay. There you go. All right. All right.

Speaker speaker\_2: Yeah.

Speaker speaker\_0: All righty. Thank you so much for holding. So I just sent that to your email.

Speaker speaker\_1: Okay. Awesome, awesome, awesome. Let me check it real quick. Oh, I see it. Info, ID cards. Thank you so very much. You have been so helpful. I appreciate it.

Speaker speaker\_0: Yeah, totally.

Speaker speaker\_1: I just, kind of feel a little physical and feeling kind of under the weather. You know, this weather in Atlanta is up and down. We get like five seasons in a, in a week here. So, you never know what it's gonna be, it fluctuates. So, got to go get seen about it. I appreciate that.

Speaker speaker\_0: Yeah, you're welcome. You have a wonderful day.

Speaker speaker\_1: Okay. You have a great day and happy holidays to you.

Speaker speaker\_0: You too. Thank you.

Speaker speaker\_1: All right, bye-bye.

Speaker speaker\_0: Bye-bye.

Speaker speaker\_1: All right, bye.